

Care Coordination Services

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Your health plan will offer education and help. This is called Care Coordination. With Care Coordination, you will have a Care Coordinator who can help you get the care you need.

How does Care Coordination work?

After you enroll in a health plan, your plan will contact you. Your Care Coordinator will ask you questions about your health and lifestyle to decide if you need services. If you do, your Care Coordinator will:

- Make a Care Management Plan to help you meet your health goals
- Give reports, updates and information about your progress to your PCP
- Be your main contact for your questions about healthcare services
- Help you make doctor appointments
- Find transportation for doctor visits
- Make sure you have all pre-approvals and referrals when needed
- Help you access community and social services

It is important for you to work directly with your health plan and Care Coordinator to get the best healthcare for you. To learn more, call your health plan member services number.